

**Compliance/Quality Improvement  
Committee Agenda  
Thursday, April 15, 2021  
Central Florida Cares Health System, Inc.  
Board Room**



<b>I. Welcome/Introductions</b>	Ian Golden	5 minutes
<b>II. Approve Minutes</b>	Ian Golden	10 minutes
<b>III. Quality Improvement</b>		
Client Satisfaction Surveys	Miralys Martinez	10 minutes
Performance Measures	Geovanna Gonzalez	10 minutes
<b>IV. Risk Management</b>	Miralys Martinez	10 minutes
<ul style="list-style-type: none"> <li>• Incident Reports Data</li> <li>• Complaints and Grievances</li> </ul>		
<b>V. Compliance</b>	Geovanna Gonzalez	15 minutes
a) CFCHS Compliance Line Reports		
b) FWA/Complaints & Grievances/Investigations		
c) HIPAA Privacy/Security		
d) Training		
e) Network Monitoring-Schedule, Findings, Issues		
f) Public Records Requests		
g) Whistleblower Reports		
h) CARF		
<b>VI. Other/Public Input</b>	Group	3 minutes/person
<b>VII. Adjourn - Next Meeting is next FY</b>	Group	1 minute
Meeting Dates for FY 2122 (Q4-August 19, Q1-Oct 21, Q2-Feb 17, Q3-April 21)		

**Compliance/Quality Improvement  
Committee Meeting Minutes  
Thursday, February 18, 2021  
Central Florida Cares Health System, Inc.  
Board Room**



**ATTENDANCE**

**Central Florida Cares Health System Board of Directors**

Tara Hormell, Children's Home Society  
Luis Delgado, Surf Monkey Media/Consumer Advocate  
Jules Brace, Orange County Sheriff Office

**Central Florida Cares Health System, Inc. Staff**

Maria Bledsoe, Chief Executive Officer  
Miralys Martinez, Risk Management Specialist  
Trinity Schwab, Chief Operations Officer  
Daniel Nye, Chief Financial Officer  
Karla Pease, Executive Assistant and Recording Secretary

**Guests**

None

**Meeting Called to Order**

The Central Florida Cares Health System, Inc. (CFCHS) Compliance/Quality Improvement Committee meeting was held on Thursday, February 18, 2021 at 1:00 p.m. at 707 Mendham Blvd., Suite 201, Orlando, FL 32825. Luis Delgado, acting as Chair, called the meeting to order at 1:02 p.m.

**Minutes**

*A motion to approve the minutes from December 17, 2020 was made by Tara Hormell, Jules Brace seconded, motion passed. There were 3 ayes and 0 nays.*

**Quality Improvement**

- a) Client Satisfaction Survey  
Quarter 2 results were shown. There were 199 surveys completed with 197 valid with 2 invalidated. Adult mental health had 48 valid surveys, and adult substance abuse had 127 valid surveys. Children's mental health had 20 valid surveys, and children's substance abuse had 2 valid surveys. There were more male surveys received than women. Satisfaction in the seven domains were all above the 85% threshold with one exception in children's substance abuse and children's mental health.
- b) Performance Measures - All performance measures are being met except for percentage change in clients who are employed from admission to discharge and stable housing.

**Risk Management**

- a) Incident Reports data was reviewed and explained. Trends were discussed.

- b) FWA/Complaints & Grievances/Investigations. There were two complaints/grievances but were outside of our network. There were no FWA.

**Compliance**

- a) CFCHS Compliance Line Reports - none
- b) FWA/Complaints & Grievances/Investigations – The investigation from the former CFO was settled. The Ad-Hoc Committee met several times, a certified letter was sent to the former CFO that was drafted by CFCHS’ attorney.
- c) HIPAA Privacy/Security - none
- d) Training – Several mindfulness trainings have been scheduled, as well as many other trainings and discussed at length.
- e) Network Monitoring-Schedule, Findings, Issues – Quality improvement has been added to the monitoring schedule and the monitoring schedule and scope table was reviewed.
- f) Public Records Requests - none
- g) Whistleblower Reports - none
- h) CARF – The evaluation will be virtual next year.

**Other/Public Input** – None

**Next Meeting**

The next meeting will be April 15, 2021 at 1:00 pm.

Jules Brace made a motion to adjourn, Tara Hormell seconded. Motion passed. The meeting adjourned at 1:59 p.m.

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Luis Delgado, Acting as Chair  
Compliance/QI Committee Chair

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Karla Pease  
Recording Secretary